

Chapter One

Introduction To The Manual

Overview

Introduction This chapter introduces the format used to prepare the Hospital Provider Manual and shows the reader how to use the manual.

Background This Hospital Provider Manual replaces the 1985 manual and subsequent applicable information from North Carolina Medicaid Bulletins and provider workshop handouts.

Billing staff from 17 North Carolina hospitals contributed to this manual by reviewing and endorsing the format and by recommending subject areas for inclusion in the manual. Several billing offices also reviewed the final draft.

In This Chapter This chapter contains:

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Manual Use and Format

Purpose of the Manual This manual is for hospitals that provide the following Medicaid services:

- Inpatient hospital services
- Outpatient hospital services
- Inpatient psychiatric services
- End-stage renal disease services
- Family planning services

The manual describes those policies and procedures that providers need to follow to receive reimbursement for covered services provided to eligible Medicaid recipients. Descriptions and instructions on completing forms, letters, and other documentation are also included.

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Manual Use and Format, Continued

Targeted Users of Manual	This manual is written primarily for hospital admissions and billing staff, and some of the information will also be useful to hospital discharge planners, social workers, and the hospital utilization review committees.
Chapter and Page Numbers	The manual is divided into chapters for easy reference. Numbers in the lower right hand side of each page show the chapter and page. Pages are numbered sequentially by chapter. For example, 1-1 (Chapter 1, page 1), 2-1 (Chapter 2, page 1), etc.
End Information	In addition to the main chapters, the manual includes appendixes and a glossary of terms. The appendixes include phone numbers and addresses referenced in the text.
White Space	The “white space” in this manual improves readability and also provides room for notes.

Characteristics of the Manual

Format	The format provides a concise and consistent way of showing detailed and sometimes complex material.
Information Block	The information block consists of one or more paragraphs or diagrams about a portion of a subject. Each block is identified or named with a label.
Labels	<p>Labels or names are located in the left margin of each information block. They describe the content or function of the block.</p> <p>Labels provide key subject matter identification allowing the reader to scan and locate information quickly within a chapter or a section within a chapter.</p>
Note	Note: is used to alert the reader of additional information of importance regarding the topic.

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Characteristics of the Manual, Continued

Topic Roster

Each chapter has a topic roster listing the major subjects and the page number where the topic can be found. The topic roster serves as a table of contents for major subjects within each chapter. The topic roster looks like this:

Topic	See Page

Manual Updates

Updating the Manual

The Hospital Provider Manual will be updated at least once a year. Providers will be sent copies of the replacement pages.

Update Log

A log will accompany manual updates. The updates will have an Update Number indicating the year and update number for that year. This log will act as a reference for the provider to ensure that each update has been received. Each log will list updates that have been issued since the original publication of the manual. With this log history, the provider will know if he or she has all updates.

An "Update No." will be indicated in the first column on the update log. The second column is titled "Update Issued," indicating the date that the update was issued.

Numbering Updated Pages

Updated replacement pages will have the same number as the page they are replacing. If additional pages are required, the new pages will carry the same numbering as the replacement page with an alphabetic character in ascending order. For example, if Chapter 1, page 7 is replaced with three pages, the page numbering would be 1-7, 1-7a, 1-7b.

Effective Date of New Material

The month and year that the new material is effective will appear in the bottom left corner of each page. The provider can check this date to ensure that the material being used is the most current.

Identifying New Information

The following information blocks give examples of how new labels, new information blocks, and new or changed material within an information block will be indicated.

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Manual Updates, Continued

New Label	A new label for an existing information block will be indicated by dark outlining of the block label.
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New Label/New Information Block	A new label and new information block will be identified by dark outlining of the label and the information block.
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New Material in Existing Block	New or changed material within an existing information block will be indicated by outlining the information block.
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New or Changed Paragraph	<p>A paragraph within an information block that has new or changed material will be indicated by shading of the paragraph.</p> <p>Paragraph with new material.</p>
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